

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D308) System Administration for Aeroelasticity Branch UNIX Cluster

TA No: RCB001-Rev6

Task Area Monitor: **Alternate Task Area Monitor:**

None

NASA POC: **Software Control Class:**

Low Control

Type of Task: Recurring Task

2. BACKGROUND

Part of the computational power of the Aeroelasticity Branch lies in their UNIX Cluster. At the heart of this UNIX power is a thirty-two node Beowulf cluster. These Dell PC computers form the basis of the Aeroelasticity Beowulf Cluster System (ABCs). This cluster system consists of 32 computer nodes, two servers and a high speed network. Additional SGI, SUN, and REDHAT Linux computers for specific functions or applications are networked together with the Beowulf Cluster to form the Branch UNIX Cluster. The purpose of this task is to request system administration (SA) support for this UNIX Cluster. The SA shall administer and maintain both the Beowulf system and the additional UNIX servers. The SA shall setup user accounts, install user software, setup backup software, printer services, and implement the necessary security policies to meet center requirements. The SA shall install and configure all necessary software to properly operate on the cluster system.

3. OBJECTIVE

The objective of this task assignment is to provide system administration support for the Aeroelasticity UNIX Computer Systems.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required General IT Support Services.

The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run

on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Maintenance of Software Developed By or For LaRC:

none required

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for General IT Support Services.

Exceptions and Additional Requirements:

For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall contact vendor, notify them of problems and seek resolution (in the event of problems), and obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities, relocation of computer equipment, and property control of computer equipment.

Onsite office space for contractor personnel will be available in in the AB office area (building 648). Computer systems will be set up to operate 24 hours a day, 7 days a week.

Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day.

General IT Support Services Performance Metrics

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better

Fails: Any of the requirements (a,b,or c) of this subsection is not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to

the vendor or the availability of superior software is recognized and reported to the line manager.

Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection (a through f) is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

[Exhibit A](#)

8. SPECIAL SECURITY REQUIREMENTS

Non-Disclosure Forms signed by contract personal (the SAs) may be required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

none required

10. JOINT REVIEW SCHEDULE

None Required

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

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13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	none required	none required

17. FILE ATTACHMENTS

None.